

A**DISCUSS**

- 1 In general, do you think the Q&A session is easier or more difficult to prepare for than the presentation itself? Why?
- 2 The advantages for the audience of having a Q&A session are clear – they can clarify things they didn't understand, raise related issues you didn't cover and challenge you on points they disagree with. But what are the advantages for the presenter?

VIEW

(00:00–00:24) Watch Mark answering the questions you've just discussed and compare his ideas with yours.

B**DISCUSS**

In your experience, what are the main types of question audiences ask?

VIEW 1

(00:25–00:35) Mark divides audience questions into three broad categories. What are they?

DISCUSS

What do you think these categories might mean? How would you deal with each type?

VIEW 2

(00:36–02:07) Watch Mark answer the questions above and complete the table below:

QUESTION TYPE	DEFINITION	BEST RESPONSE
G.....	W..... asking and one you can a.....!	1 Make the m..... of it 2 answer it f.....
B.....	1 C..... answer	1 admit you don't k..... 2 offer to f..... out 3 Ask the a..... 4 Ask the q.....
	2 Would p..... not to answer	1 explain w..... you can't answer 2 M..... on
U.....	1 V..... and u.....	C..... before responding
	2 Already a or u..... with your talk	Deal with these s..... and p.....
	3 S..... questions at once	1 Deal with these s..... 2 Identify the most i..... question

REFLECT

Can you see any dangers in the responses Mark recommends?

C

VIEW

(02:08–04:09) Watch a presenter fielding questions at the end of her presentation. Can you work out from her responses what kind of questions she's just been asked? Tick the appropriate boxes below:

	GOOD	BAD (can't answer)	BAD (won't answer)	UGLY (unclear)	UGLY (already answered)	UGLY (multiple)
Question 1:	☐	☐	☐	☐	☐	☐
Question 2:	☐	☐	☐	☐	☐	☐
Question 3:	☐	☐	☐	☐	☐	☐
Question 4:	☐	☐	☐	☐	☐	☐
Question 5:	☐	☐	☐	☐	☐	☐
Question 6:	☐	☐	☐	☐	☐	☐
Question 7:	☐	☐	☐	☐	☐	☐
Question 8:	☐	☐	☐	☐	☐	☐
Question 9:	☐	☐	☐	☐	☐	☐

D

REFLECT

What sort of questions do you most hate in a presentation? Have you ever been asked a really hostile question? If so, what was it and how did you respond?

VIEW 1

(04:10–04:36) Watch Mark talking about how to deal with hostile questions from the audience. Do you generally follow his advice?

RECALL

What does Mark say about preventing questioners from hijacking your presentation?

VIEW 2

(04:37–06:23) Now watch a presenter handling some hostile questions and pause the video after each question. Think about how you'd rephrase it before seeing how the presenter does it.

PRESENT

Prepare a 90-second talk on what you've learned about handling questions in this module. At the end, the other people in your group should ask you at least eight questions of different types.

VIEW 3

(06:24–07:00) What's Mark's advice on how to close after a Q&A session?